

Dispatch to Respond, Priority Delta Emergency Medical Services



KPI Owner: Major Mike Tully

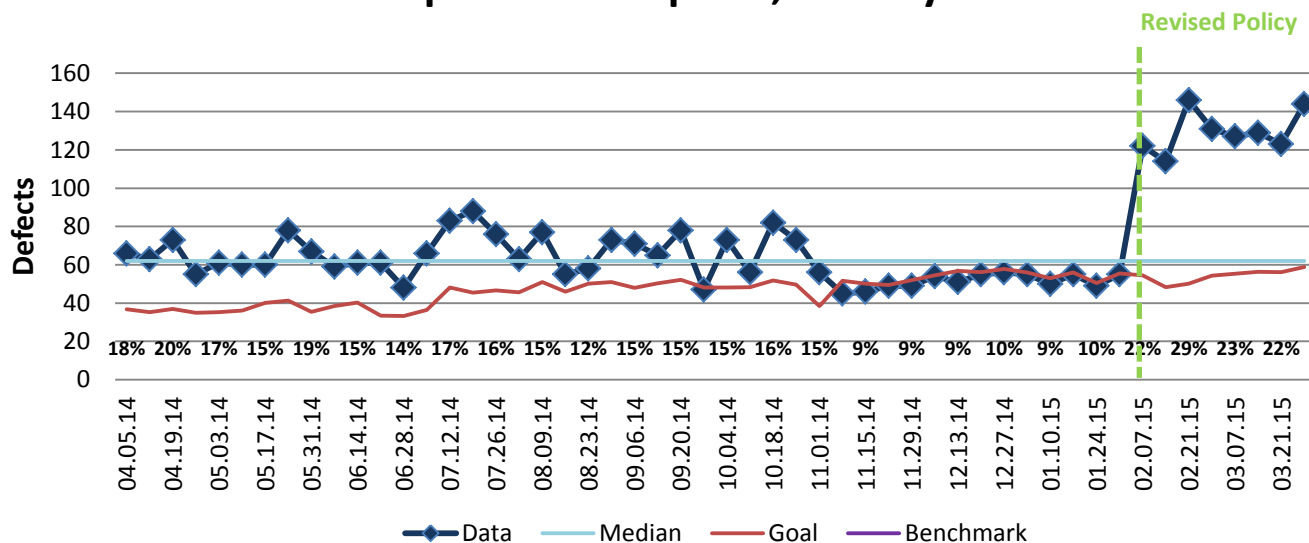
Process: Emergency Response

| Baseline, Goal, & Benchmark | Source Summary | Continuous Improvement Summary |
|---|---|--|
| Baseline: TBD Goal: Less than 60 seconds at least 90% of the time. Benchmark: TBD | Data Source: CAD Goal Source: LMEMS Benchmark Source: | Plan-Do-Check-Act Step 2: Validate problem: baseline, benchmark, & goal Measurement Method: Count of times from receiving dispatch to response for priority code delta incidents that exceed 60 seconds. Why Measure: To understand system capability & customer expectations Next Improvement Step: Work with OPI and other public safety agencies to develop metric covering the entire call to response process. |

How Are We Doing?

| 03.30.14-03.28.15 12 Month Goal | 03.30.14-03.28.15 12 Month Actual | | 03.22.15-03.28.15 Goal | 03.22.15-03.28.15 Actual | |
|------------------------------------|--------------------------------------|--|---------------------------|-----------------------------|--|
| 2,466 | 3,757 | | 59 | 144 | |
| Defects | Defects | | Defects | Defects | |

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The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.